

## CLAIMS:

We claim:

1. A service management method comprising the steps of:  
establishing a telephone call with a service subscriber over a public switched telephone network (PSTN);  
receiving identifying information for said service subscriber through a computer communications network;  
correlating said identifying information with said established telephone call to identify said service subscriber;  
retrieving service information for a service subscribed to by said service subscriber based upon said identifying information; and,  
managing said service by updating said service information with a new service term.
2. The method of claim 1, wherein said receiving step comprises the step of receiving said identifying information over said computer communications network from a name resolution adapter disposed within said PSTN.
3. The method of claim 1, wherein said identifying information comprises one of a name and an address associated with said service subscriber and resolved in said PSTN.

4. The method of claim 1, wherein said identifying information comprises a name associated with said service subscriber and resolved in a line information database disposed in said PSTN.

5. The method of claim 1, wherein said managing step comprises the step of renewing said service term.

6. The method of claim 1, wherein said managing step comprises the step of extending said service term.

7. A service management system comprising:

a name resolution adapter disposed in a public switched telephone network (PSTN) and communicatively linked to a line information database (LIDB) in said PSTN;

an enterprise application configured to manage service subscriptions, said enterprise application having a communicative couplings both to said name resolution adapter over a data communications network and also to a switch disposed in said PSTN; and,

service renewal logic associated with said enterprise application and programmed to renew service subscriptions for calling ones of subscribers to said service subscriptions based upon identifying data for said calling ones of said subscribers as received in said enterprise application over said data communications network from said name resolution adapter.

8. A machine readable storage having stored thereon a computer program configured for service management, the computer program comprising a routine set of instructions which when executed by a machine cause the machine to perform the the steps of:

establishing a telephone call with a service subscriber over a public switched telephone network (PSTN);

receiving identifying information for said service subscriber through a computer communications network;

correlating said identifying information with said established telephone call to identify said service subscriber;

retrieving service information for a service subscribed to by said service subscriber based upon said identifying information; and,

managing said service by updating said service information with a new service term.

9. The machine readable storage of claim 8, wherein said receiving step comprises the step of receiving said identifying information over said computer communications network from a name resolution adapter disposed within said PSTN.

10. The machine readable storage of claim 8, wherein said identifying information comprises a name associated with said service subscriber and resolved in said PSTN.

11. The machine readable storage of claim 8, wherein said identifying information comprises a name associated with said service subscriber and resolved in a line information database disposed in said PSTN.

12. The machine readable storage of claim 8, wherein said managing step comprises the step of renewing said service term.

13. The machine readable storage of claim 8, wherein said managing step comprises the step of extending said service term.